



SFMTA
Municipal
Transportation
Agency

Strategic Plan Progress Report

February 2014

San Francisco, California

GOAL 1

Create a safer transportation experience for everyone

Objective 1.1

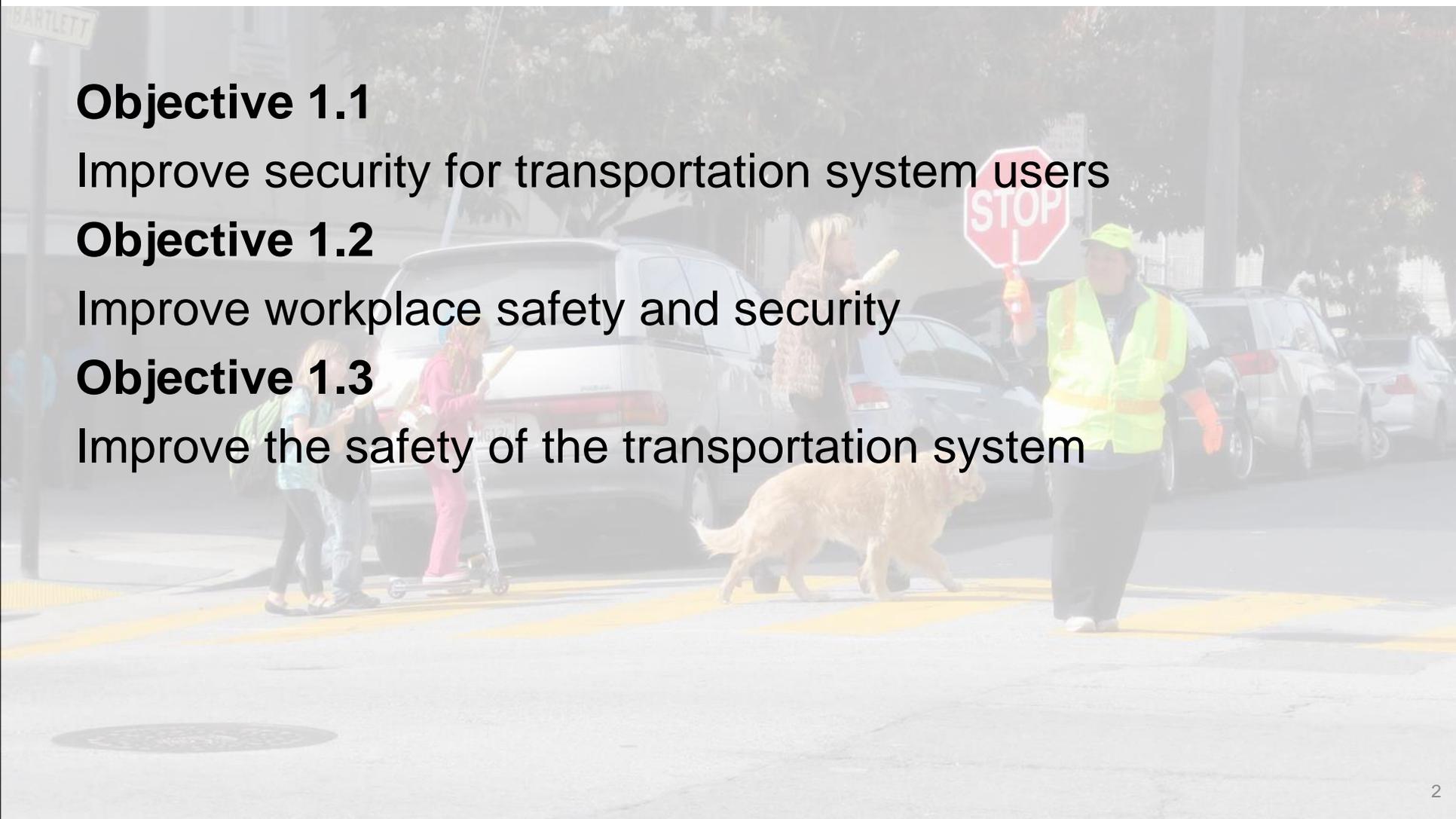
Improve security for transportation system users

Objective 1.2

Improve workplace safety and security

Objective 1.3

Improve the safety of the transportation system

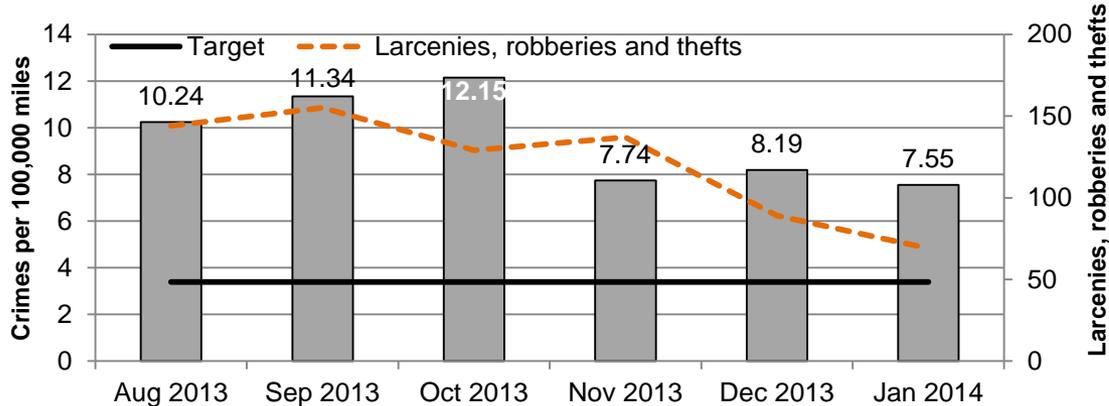


Objective 1.1

Improve security for transportation system users

Key performance indicator

1.1.1 SFPD-reported Muni-related crimes/100,000 miles



Action item update

No updates to report.

Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

ID	Metric	Target	FY13 Avg	FY14 Avg	Jan 2013	Dec 2013	Jan 2014
1.1.1	SFPD-reported Muni-related crimes/100,000 miles	3.39	7.56	9.88	7.24	8.19	7.55
1.1.2	Customer rating: Security of transit riding experience (while on a Muni vehicle); scale of 1 (low) to 5 (high) ¹			3.17			
1.1.2	Customer rating: Security of transit riding experience (while waiting at a Muni stop or station); scale of 1 (low) to 5 (high) ¹			3.08			
1.1.3	SFPD-reported taxi-related crimes ²		3.9	2.9	2	2	3
1.1.4	Security complaints to 311 (Muni)		37.1	30.1	27	22	28

¹Results are based on a non-probability sample from opt-in SFMTA online panel surveys.

²Available data include incidents reported by SFPD as defrauding a taxi driver; operating a taxi without a permit; or overcharging taxi fare.

Note: Reported results are subject to change as data quality improves or new data become available.

Color Legend

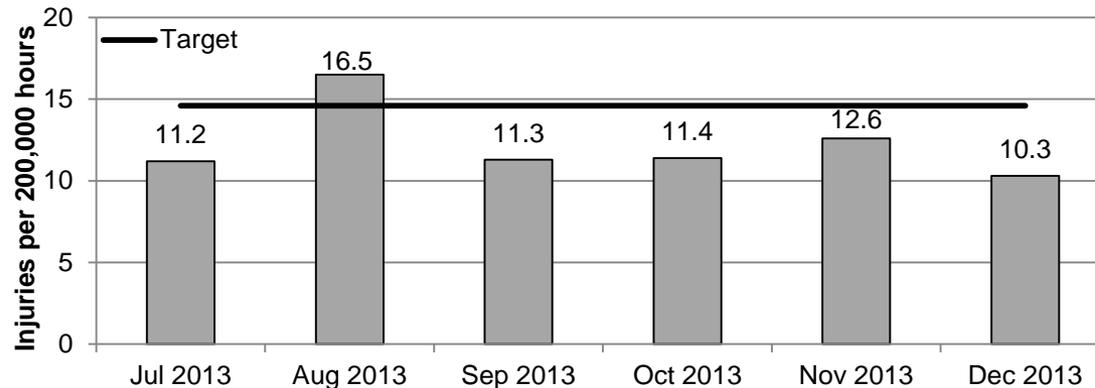
Outperforms Previous FY Average	Underperforms Previous FY Average	Equal to Previous FY Average
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Objective 1.2

Improve workplace safety and security

Key performance indicator

1.2.1 Workplace injuries/200,000 hours



Action item update

1.2.7 Develop a prioritized list of workplace facility improvements based on the recommendations of the Real Estate and Facilities Vision for the 21st Century Report

An addendum to the Vision Report will be presented to the Board in March. The CIP for the Facilities Capital Program includes 37 projects estimated at \$511M for 5 years, and \$1.7B for Facilities for 20 years. The SFMTA is developing a RFP and DPW is preparing a proposal re: next steps for Woods, Burke, MME Paint & Body Shop, and other CIP projects.

Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

ID	Metric	Target	FY13 Avg	FY14 Avg	Jan 2013	Dec 2013	Jan 2014
1.2.1	Workplace injuries/200,000 hours	14.6	13.6	12.3	13.7	10.3	*
1.2.2	Security incidents involving SFMTA personnel (Muni only)		11.7	8.2	21	6	*
1.2.3	Lost work days due to injury		3,912	*	*	*	*
1.2.4	Employee rating: I feel safe and secure in my work environment; scale of 1 (low) to 5 (high)		3.23				

*Data forthcoming.

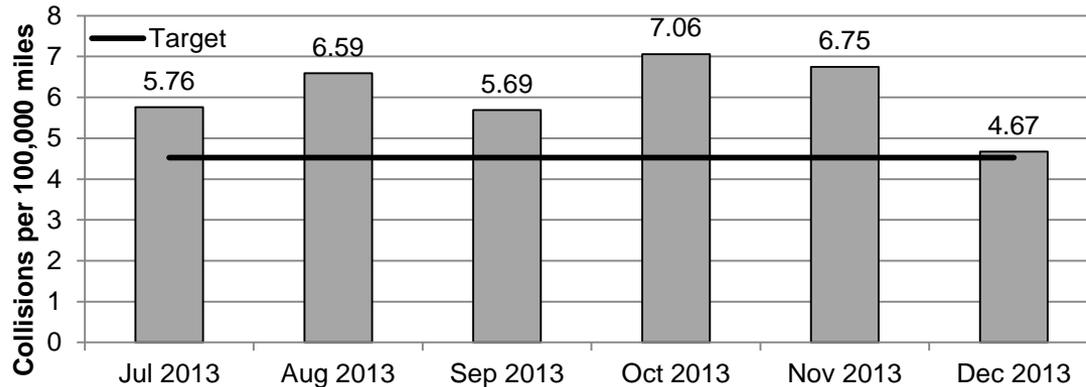
Note: Reported results are subject to change as data quality improves or new data become available.

Objective 1.3

Improve the safety of the transportation system

Key performance indicator

1.3.1 Muni collisions/100,000 miles



Action item update

1.3.1 Ensure all operating staff safety training is completed on schedule.

Roadway Worker Protection (formally On Track Safety) is completed. The document will be sent to CPUC for commission approval.

1.3.10 Identify and implement key safety capital actions from up-coming Pedestrian Strategy specific to SFMTA.

The list of projects is complete. Staff are briefing supervisors and stakeholders in advance. Afterwards, the schedule/budget for the list will be submitted as the CIP for pedestrian safety.

Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

ID	Metric	Target	FY13 Avg	FY14 Avg	Jan 2013	Dec 2013	Jan 2014
1.3.1	Muni collisions/100,000 miles	4.53	5.23	6.09	4.27	4.67	*
1.3.2	Collisions involving motorists, pedestrians, and bicyclists ¹		3,111 (CY11)				
1.3.2	Collisions involving taxis ¹		342 (CY11)				
1.3.3	Muni falls on board/100,000 miles		4.25	4.35	4.40	3.79	*
1.3.4	"Unsafe operation" Muni complaints to 311		157.8	188.7	158	161	169
1.3.5	Customer rating: Safety of transit riding experience; scale of 1 (low) to 5 (high) ²			3.68			

*Data forthcoming

¹Injury collisions.

²Results are based on a non-probability sample from opt-in SFMTA online panel surveys.

Note: Reported results are subject to change as data quality improves or new data become available.

GOAL 2

Make transit, walking, bicycling, taxi, ridesharing and carsharing the preferred means of travel

Objective 2.1

Improve customer service and communications

Objective 2.2

Improve transit performance

Objective 2.3

Increase use of all non-private auto modes

Objective 2.4

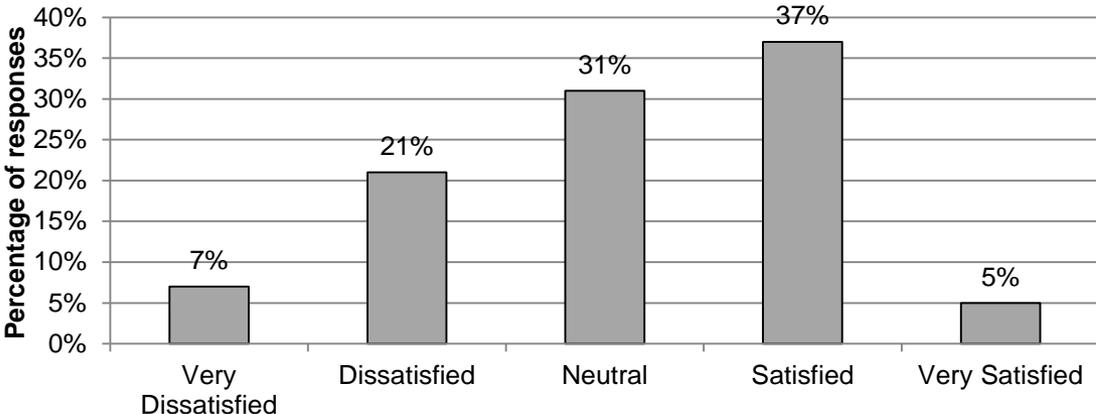
Improve parking utilization and manage parking demand

Objective 2.1

Improve customer service and communications

Key performance indicator

2.1.1 Customer rating: Overall customer satisfaction with transit services; scale of 1 (low) to 5 (high)



Action item update

2.1.5 Develop a comprehensive, effective branding and signage program reflecting all modes and encompassing vehicles and facilities including stations, transit stops and other Agency public facilities.

The Agency is prioritizing addition of MTC Hub Signage to Muni-only subway locations; and advancing an analysis of in-vehicle signage to dovetail with fleet procurement plans.

2.1.11 Enhance NextBus Software

Short turn message and message priority features were implemented in January 2014. 25 new signs will be rolled out over next two months.

Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

ID	Metric	Target	FY13 Avg	FY14 Avg
2.1.1	Customer rating: Overall customer satisfaction with transit services; scale of 1 (low) to 5 (high) ¹		*	3.12
2.1.2	Customer rating: Overall customer satisfaction with taxi availability*		*	2.53
2.1.3	Customer rating: Overall customer satisfaction with bicycle network*		*	2.67
2.1.4	Customer rating: Overall customer satisfaction with pedestrian environment*		*	3.62
2.1.5	City Survey rating: Communications to passengers; scale of 1 (low) to 5 (high)		3.20	

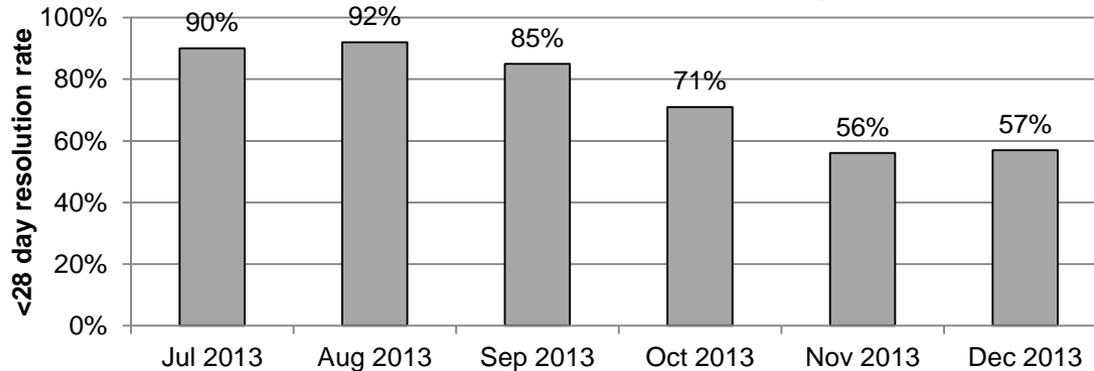
¹Results are based on a non-probability sample from opt-in SFMTA online panel surveys.
 *Data forthcoming.
 Note: Reported results are subject to change as data quality improves or new data become available.

Objective 2.1 *continued*

Improve customer service and communications

Metric of note

2.1.7 Percentage of actionable 311 Muni-related complaints addressed within 28 days



Action item update *continued*

No additional updates to report.

Comment on Metric of Note: Due to staffing resource constraints, a backlog of complaints developed at one of the operating divisions in the fall, which has resulted in a decline in the complaint resolution rate. Those cases are expected to be cleared in the coming months.

Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

ID	Metric	Target	FY13 Avg	FY14 Avg	Jan 2013	Dec 2013	Jan 2014
2.1.6	Percentage of color curb requests addressed within 30 days		93.2%	90.9%	96%	92%	*
2.1.6	Percentage of hazardous traffic sign reports addressed within 24 hours		100%	100%	100%	100%	100%
2.1.6	Percentage of parking meter malfunctions addressed within 48 hours		81.8%	80.6%	80%	84%	76%
2.1.6	Percentage of traffic and parking control requests addressed within 90 days		79.1%	79.2%	*	*	*
2.1.6	Percentage of traffic signal requests addressed within 2 hours		96.8%	97.4%	95%	98%	97%
2.1.7	Percentage of actionable 311 Muni-related complaints addressed within 28 days		90.0%	75.6%	82%	57%	*
2.1.8	Customer rating: cleanliness of Muni vehicles; scale of 1 (low) to 5 (high)			2.76			
2.1.9	Customer rating: cleanliness of Muni facilities (stations, elevators, escalators)			2.74			

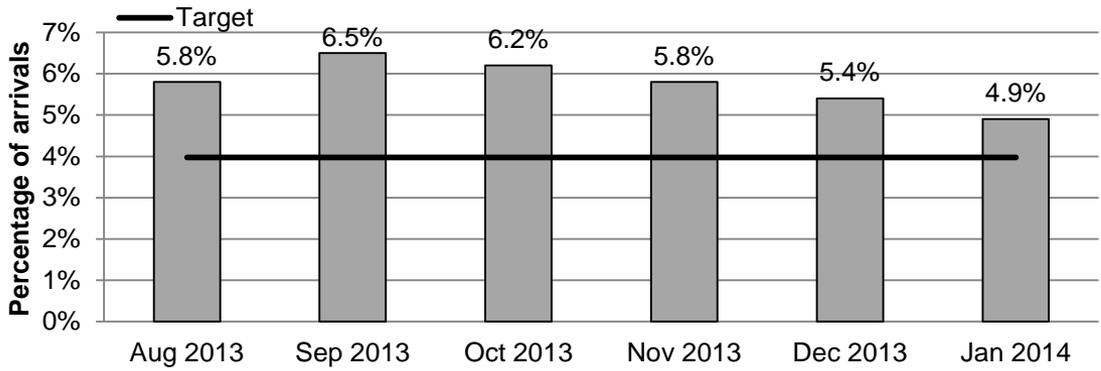
*Data forthcoming. Note: Reported results are subject to change as data quality improves or new data become available.

Objective 2.2

Improve transit performance

Key performance indicator

2.2.1 Percentage of transit trips with <2 min bunching on Rapid Network (<1 min for headways of 5 min or less)



Action item update

2.2.2 Develop and implement measures to improve reliability and reduce transit travel times.

- TEP outreach on proposals began this month with the goal of SFMTA Board approval of the TEP EIR project description and service changes on Mar 28.
- Spring schedule adjustments are being prepared for for rubber tire and rail divisions.
- Preliminary design on TEP corridors continues.

Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

ID	Metric	Target	FY13 Avg	FY14 Avg	Jan 2013	Dec 2013	Jan 2014
2.2.1	Percentage of transit trips with <2 min ¹ bunching on Rapid Network	4.0%	5.6%	5.7%	4.8%	5.4%	4.9%
2.2.1	Percentage of transit trips with + 5 min gaps on Rapid Network	13.9%	18.0%	17.8%	17.5%	17.7%	17.5%
2.2.2	Percentage of on-time performance for non-Rapid Network routes	85%	59.6%	59.3%	60.1%	58.3%	59.6%
2.2.3	Percentage of scheduled service delivered	98.5%	96.8%	97.3%	97.8%	96.4%	95.8%
2.2.4	Percentage of on-time departures from terminals	85%	73.7%	73.9%	74.6%	73.5%	74.7%
2.2.5	Average Muni system speed	Measure in development.					
2.2.6	Percentage of on-time performance	85%	59.0%	58.8%	60.5%	58.6%	60.2%
2.2.7	Percentage of trips over capacity during AM peak (8:00a-8:59a, inbound) at max load points		7.5%	11.9%	6.6%	11.3%	17.5%
2.2.7	Percentage of trips over capacity during PM peak (5:00p-5:59p, outbound) at max load points		7.7%	12.5%	6.4%	13.0%	15.9%

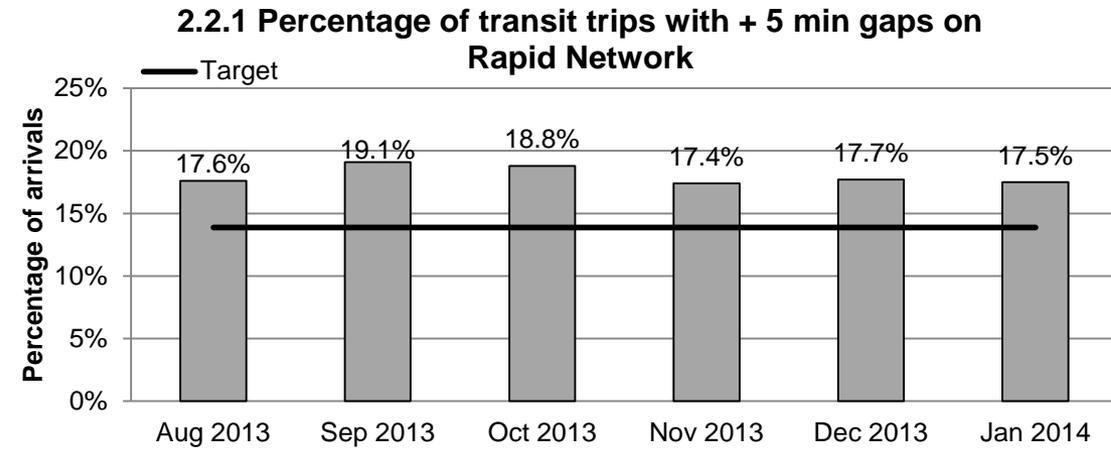
¹<1 min for headways of 5 min or less.

Note: Reported results are subject to change as data quality improves or new data become available.

Objective 2.2 *continued*

Improve transit performance

Key performance indicator



Action item update

2.2.7 Maintain vehicles, equipment, and facilities in a state of good repair

The next two-year budget request will focus on improving maintenance via higher preventative maintenance standards and improved fleet appearance.

Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

ID	Metric	Target	FY13 Avg	FY14 Avg	Jan 2013	Dec 2013	Jan 2014
2.2.8	Mean distance between failure (Bus)		3,310	4,152	3,631	4,661	5,209
2.2.8	Mean distance between failure (LRV)		3,571	2,680	3,927	*	*
2.2.8	Mean distance between failure (Historic)		2,179	2,026	1,958	*	*
2.2.8	Mean distance between failure (Cable)		3,835	5,044	2,649	6,850	
2.2.9	Percentage of scheduled service hours delivered	Please see 2.2.3.					
2.2.10	Percentage of scheduled mileage delivered	Measure in development.					
2.2.11	Ridership (rubber tire, average weekday)		495,311	505,964	467,267	*	*
2.2.11	Ridership (faregate entries, average weekday)	Measure in development.					
2.2.12	Percentage of days that elevators are in full operation		96.3%	95.0%	96.5%	94.6%	97.3%
2.2.13	Percentage of days that escalators are in full operation		88.1%	92.9%	85.7%	95.3%	96.1%

*Data forthcoming.

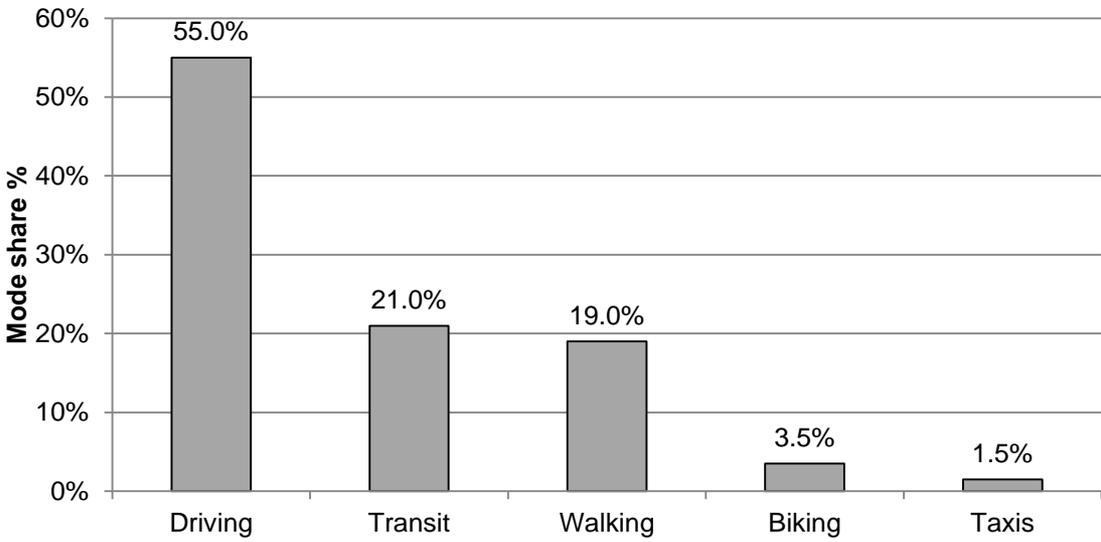
Note: Reported results are subject to change as data quality improves or new data become available.

Objective 2.3

Increase the use of non-private auto modes

Key performance indicator

2.3.1 Non-private auto mode share (all trips)



Action item update

2.3.4 Develop and pilot a speed reduction program for signalized corridors.

The Prop K allocation request has been submitted to the SFCTA for review. The request is scheduled to be reviewed by the Citizen’s Advisory Committee and Plans & Programs Committee between now and Mar. If approved by these two groups, the request will be sent to the SFCTA Board in late Mar for final approval.

2.3.13 Improve and increase mechanisms for direct customer-to-taxi driver communications.

Implementation of the Electronic Taxi Access system continues. Installation of onboard devices is expected to begin in Mar.

Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

ID	Metric	Target	FY13 Avg	FY14 Avg	Dec 2012	Nov 2013	Dec 2013
2.3.1	Non-private auto mode share (all trips)	50%	45% (2011 Mode Share Survey)				

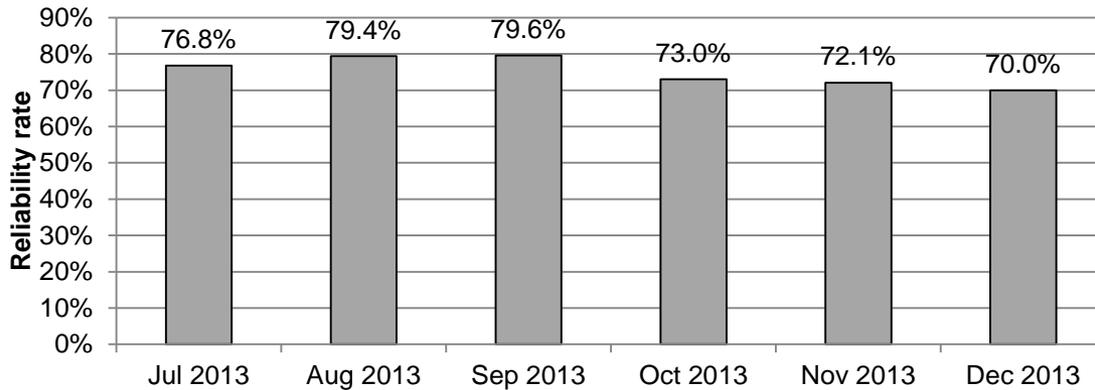
Note: Reported results are subject to change as data quality improves or new data become available.

Objective 2.4

Improve parking utilization and manage parking demand

Key performance indicator

2.4.1 Parking reliability rate of SFpark spaces



Action item update

2.4.8 Develop and implement bicycle parking strategy.

The Long-Term Bike Parking Strategy is complete. Addition of 517 sidewalk bike rack and 53 on-street bike corral locations is in progress. The next application deadline is Apr 1.

Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

ID	Metric	Target	FY13 Avg	FY14 Avg	Jan 2013	Dec 2013	Jan 2014
2.4.1	Parking reliability rate of SFpark spaces		71.9%	75.2%	78.7%	70.0%	*
2.4.2	Parking reliability of SFMTA garage spaces		97.7%	97.5%	97.7%	93.7%	97.3%
2.4.3	# of secure on-street bicycle parking spaces ¹		7,344	7,571	6,734	7,567	7,571
2.4.3	# of secure off-street bicycle parking spaces (garage bicycle parking)*		567	591	562	591	591
2.4.4	On-street payment compliance (SFpark pilot areas only)		53.3%	53.5%	53.2%	52.9%	*

¹Running total.

* Data forthcoming.

Note: Reported results are subject to change as data quality improves or new data become available.

GOAL 3

Improve the environment and quality of life in San Francisco

Objective 3.1

Reduce the Agency's and the transportation system's resource consumption, emissions, waste, and noise

Objective 3.2

Increase the transportation system's positive impact to the economy

Objective 3.3

Allocate capital resources effectively

Objective 3.4

Deliver services efficiently

Objective 3.5

Reduce capital and operating structural deficits

Objective 3.1

Reduce the Agency’s and the transportation system’s resource consumption, emissions, waste, and noise

Key performance indicator

3.1.1 Metric tons of C02e for the transportation system

2,155,000
(2010)

Action item update

- 3.1.10 Reduce Taxi Fleet Emissions.**
- Obtained a partial Buy-America Waiver to proceed with electric vehicle procurement .
 - Moving forward with the installation of two DC fast chargers at 5th and Mission garage.
 - The SFMTA issued over \$70K in rebates to taxi companies in CY13 for the purchase of new alternative fuel taxis. The Agency is working to obtain another grant for CY14 to continue the incentive program.

Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

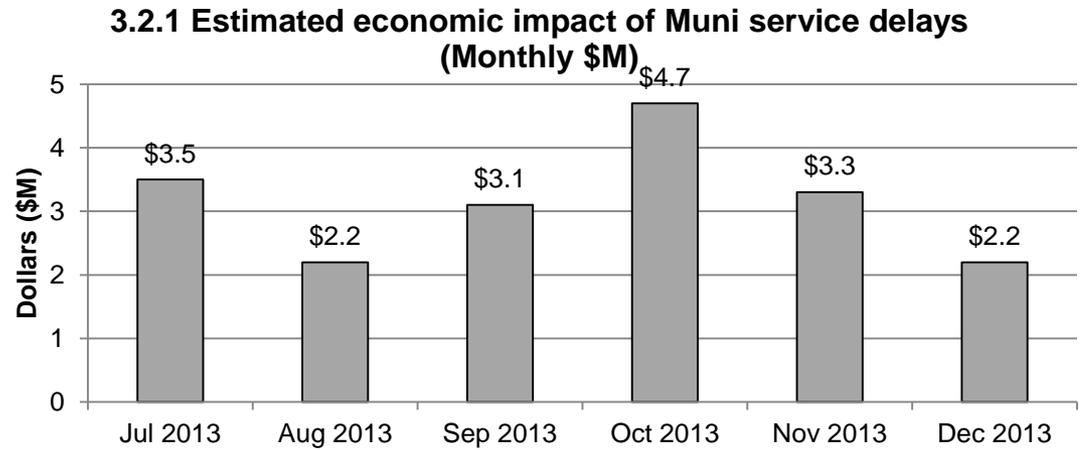
ID	Metric	Target	FY13 Avg	FY14 Avg	Nov 2012	Oct 2013	Nov 2013
3.1.1	Metric tons of C02e for the transportation system	1,515,000	2,155,000 (2010)				
3.1.2	% of SFMTA non-revenue and taxi fleet that is alternative fuel/zero emissions		94% (taxi)				
3.1.3	% biodiesel to diesel used by SFMTA		2% (FY11)				
3.1.4	Number of electric vehicle charging stations		33				
3.1.5	Citywide gasoline consumption rate		149,156,104 (2009)				
3.1.6	Agency electricity consumption (kWh)		123,746,104 (FY11)				
3.1.6	Agency gas consumption (therms)		579,043 (FY11)				
3.1.6	Agency water consumption (gallons)		21,301,010 (FY11)				
3.1.7	Agency compost production (tons)		14 (CY09)				
3.1.7	Agency recycling production (tons)		535 (CY09)				
3.1.7	Agency waste production (tons)		593 (CY09)				

Note: Reported results are subject to change as data quality improves or new data become available.

Objective 3.2

Increase the transportation system’s positive impact to the economy

Key performance indicator



Action item update

3.2.3 Develop and implement policies for private shuttle loading/unloading to increase mode share.

- The SFMTA Board approved a 18-month pilot program and permit fees at the Jan 21 meeting.
- The Agency launched collection of input from residents (via a crowdsourcing tool and open houses) and shuttle providers (via a web-based input system) to inform pilot stop network.
- An Identity/branding consultant has been selected to design placards and signage.

Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

ID	Metric	Target	FY13 Avg	FY14 Avg	Jan 2013	Dec 2013	Jan 2014
3.2.1	Estimated economic impact of Muni service delays (Monthly \$M)		\$3.7	\$3.2		\$2.2	*

*Data forthcoming.
 Note: Reported results are subject to change as data quality improves or new data become available.

Objective 3.3

Allocate capital resources effectively

Key performance indicator

3.3.1 Percentage of all capital projects delivered on-budget by phase



Measure in development

Action item update

No update to report.

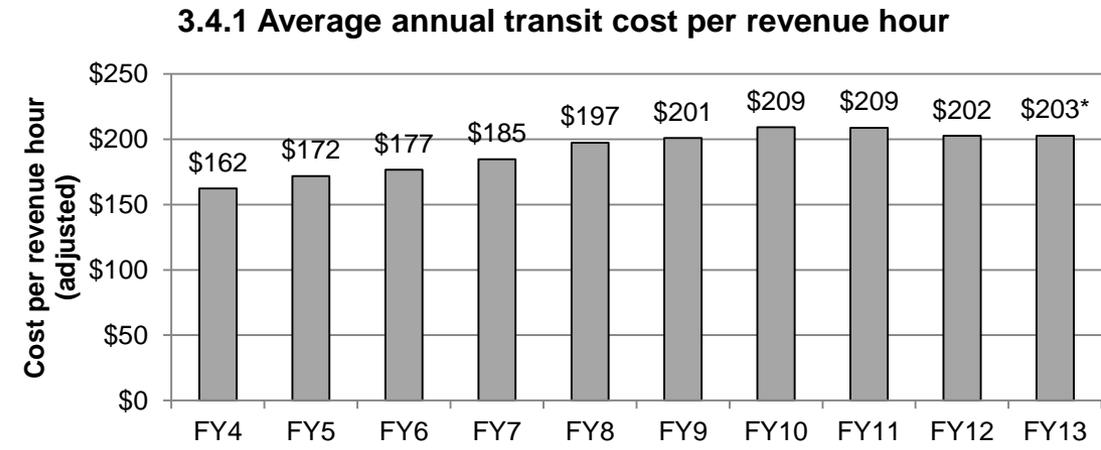
Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

ID	Metric	Target	FY13 Avg	FY14 Avg	Dec 2012	Nov 2013	Dec 2013
3.3.1	Percentage of all capital projects delivered on-budget by phase	Results reporting to begin in FY14.					
3.3.2	Percentage of all capital projects delivered on-time by phase	Results reporting to begin in FY14.					

Objective 3.4

Deliver services efficiently

Key performance indicator



Action item update

3.4.1 Evaluate and implement schedule deployment efficiencies

In order to increase number of available operator hours, all part-time operators have been offered full-time work. Only 15 part-time operators remain. The next class of 10 will start this month. While the contract allows for up to 300, the ability to realize part-time operator efficiencies is limited by hiring and training throughput.

Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

ID	Metric	Target	FY13 Avg	FY14 Avg	Jan 2013	Dec 2013	Jan 2014
3.4.1	Average annual transit cost per revenue hour	\$192	\$202.67 ¹				
3.4.2	Passengers per revenue hour for buses		67				
3.4.3	Cost per unlinked trip		\$2.91 ¹				
3.4.4	Pay hours: platform hours ratio		1.12	1.11	1.12	1.11	1.12
3.4.5	Farebox recovery ratio		34% ¹				

¹Based on preliminary unaudited financials.
 Note: Reported results are subject to change as data quality improves or new data become available.

Goal 3 financials

Expenditures (FY14 as of December 2013)

EXPENDITURES	Revised Budget	Actuals: Year to Date	Encumbrances	Total Projection for the Year	Saving/(Overage)
SFMTA Agency Wide	\$93,789,730	\$24,414,199	\$38,829,769	\$91,561,546	\$2,228,184
Board of Directors	\$753,855	\$247,027	\$4,277	\$526,668	\$227,187
Capital Programs and Construction	\$961,834	(\$4,216,558)	\$2,452,619	\$961,835	\$0
Communications	\$4,145,033	\$1,572,340	\$322,561	\$4,097,763	\$47,270
Director of Transportation	\$1,232,921	\$474,624	\$155,941	\$1,081,686	\$151,236
Finance and Information Technology	\$83,643,387	\$25,319,437	\$24,243,167	\$82,528,245	\$1,115,142
Government Affairs	\$683,204	\$244,665	\$140,890	\$663,044	\$20,160
Human Resources	\$27,987,155	\$10,305,807	\$5,850,427	\$26,879,897	\$1,107,258
Safety	\$5,151,056	\$1,328,842	\$457,262	\$4,023,194	\$1,127,862
Sustainable Streets	\$164,506,827	\$56,283,509	\$29,626,299	\$155,201,008	\$9,305,819
Transit Services	\$519,461,628	\$237,875,432	\$63,073,430	\$532,302,585	(\$12,840,957)
Taxi and Accessible Services	\$25,051,047	\$8,969,125	\$13,519,096	\$24,888,808	\$162,238
TOTAL	\$927,367,677	\$362,818,449	\$178,675,736	\$924,716,279	\$2,651,398

Note:

- (1) The revised budget includes supplemental for the 2 non-profit garages, 5th & Mission and Ellis O'Farrell, whose ownership is now with SFMTA.
- (2) Expenditures projection is based on all encumbrance spent in FY2014, without carry forward to next fiscal year.

Goal 3 financials

Revenues (FY14 as of December 2013)

REVENUE	Revised Budget	Actuals Year to Date	Total Projection for the Year	Surplus/(Deficit)
TRANSIT FARES				
Cable Car Fares	\$25,303,000	\$15,057,739	\$25,303,000	\$0
Cash Fares	\$72,520,900	\$42,971,361	\$80,823,944	\$8,303,044
Other Fares	\$5,968,200	\$4,013,128	\$5,968,200	\$0
Passes	\$92,612,434	\$45,843,608	\$92,612,434	\$0
TRANSIT FARES Total	\$196,404,534	\$107,885,836	\$204,707,578	\$8,303,044
PARKING FEES & FINES				
General Fund Baseline Transfer	\$66,600,000	\$33,300,000	\$66,600,000	\$0
Citations and Fines	\$102,441,800	\$52,069,740	\$102,441,800	\$0
Garage Revenue	\$60,988,701	\$34,186,086	\$60,988,701	\$0
Meter Revenue	\$46,188,400	\$29,995,724	\$49,991,448	\$3,803,048
Permit Revenue	\$11,383,900	\$4,726,265	\$11,383,900	\$0
PARKING FEES & FINES Total	\$287,602,801	\$154,277,815	\$291,405,849	\$3,803,048
Operating Grants	\$115,824,102	\$52,986,277	\$126,624,219	\$10,800,117
Taxi Service	\$10,225,913	\$26,439,239	\$27,131,139	\$16,905,226
Other Revenues	\$22,941,546	\$15,236,539	\$22,941,546	\$0
General Fund Transfer	\$232,000,000	\$116,000,000	\$232,000,000	\$0
Prior Year Fund Balance Carry Forward	\$59,895,279	\$59,895,279	\$59,895,279	\$0
TOTAL	\$924,894,175	\$532,720,986	\$964,705,610	\$39,811,435

Note:

(1) The revised budget includes supplemental for the 2 non-profit garages, 5th & Mission and Ellis O'Farrell, whose ownership is now with SFMTA.

Goal 3 financials

Overtime Report (FY14 as of December 2013)

FUND/DIVISION	ANNUAL REVISED BUDGET	ACTUALS FISCAL YEAR TO DATE*	PROJECTION FOR REMAINING MONTHS **	END OF YEAR PROJECTION	SURPLUS (DEFICIT)
OPERATING FUND					
TRANSIT SERVICES DIVISION					
Transit Operators	\$23,151,569	\$12,594,491	\$13,914,881	\$26,509,371	(\$3,357,802)
Transit Vehicle Maintenance	\$6,786,456	\$5,457,137	\$6,029,256	\$11,486,393	(\$4,699,937)
Transit – All Others	\$4,516,632	\$5,139,687	\$5,678,526	\$10,818,213	(\$6,301,581)
Subtotal Transit Services Division	\$34,454,657	\$23,191,315	\$25,622,663	\$48,813,978	(\$14,359,321)
SUSTAINABLE STREETS DIVISION					
Parking Control Officers	\$928,043	\$903,545	\$998,271	\$1,901,816	(\$973,773)
Sustainable Streets – All Others	\$740,000	\$303,949	\$335,815	\$639,764	\$100,236
Subtotal Sustainable Streets Division	\$1,668,043	\$1,207,494	\$1,334,086	\$2,541,580	(\$873,537)
SFMTA AGENCY WIDE***	\$0	\$260,271	\$0	\$260,271	(\$260,271)
ALL OTHER DIVISIONS	\$889,774	\$435,035	\$480,643	\$915,678	(\$25,904)
TOTAL OPERATING FUND	\$37,012,474	\$25,094,119	\$27,437,392	\$52,531,510	(\$15,519,036)
NON OPERATING FUND					
Capital Programs & Construction	\$0	\$547,610	\$605,020	\$1,152,630	(\$1,152,630)
Sustainable Streets Engineering Programs	\$0	\$68,133	\$75,276	\$143,410	(\$143,410)
Total Non-Operating Fund	\$0	\$615,743	\$680,297	\$1,296,040	(\$1,296,040)
TOTAL	\$37,012,474	\$25,709,862	\$28,117,688	\$53,827,550	(\$16,815,076)

*Figures include cost recovery for events or services totaling \$1.04 million as of month-end (December 2013). The amount includes reimbursements for payroll (both regular and overtime), overhead, and other non-labor costs as applicable.

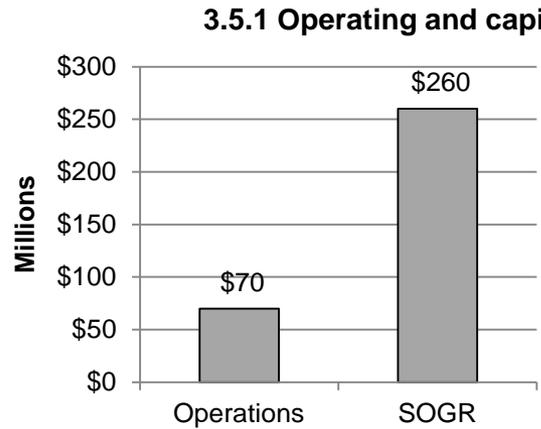
**Projection for Remaining Months is calculated average of actuals year-to-date (year-to-date actual overtime labor cost divided by the numbers of pay periods as of the reporting period) multiplied by the remaining periods.

*** Charges are all related to America's Cup.

Objective 3.5

Reduce capital and operating structural deficits

Key performance indicator



Additional \$1.7B 5-Year shortfall for bike, pedestrian, facilities and transit

Action item update

3.5.11 Reduce claims and workers compensation by 5% each year.

Total FYTD through Jan 2014 total 326 (versus 379 in the prior period.) Workers' compensation benefit payments are down \$709,387 FYTD.

Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

ID	Metric	Target	FY13 Avg	FY14 Avg	Dec 2012	Nov 2013	Dec 2013
3.5.1	Operating and capital structural deficit	Make progress towards closing operating and mission critical capital structural deficit	\$70M additional needed for operations, \$260M additional needed for State-of-Good Repair (SOGR) and \$1.7B 5-Year shortfall for bike, pedestrian, facilities and transit (FY12)				

Note: Reported results are subject to change as data quality improves or new data become available.

GOAL 4

Create a workplace that delivers outstanding service

Objective 4.1

Improve internal communications

Objective 4.2

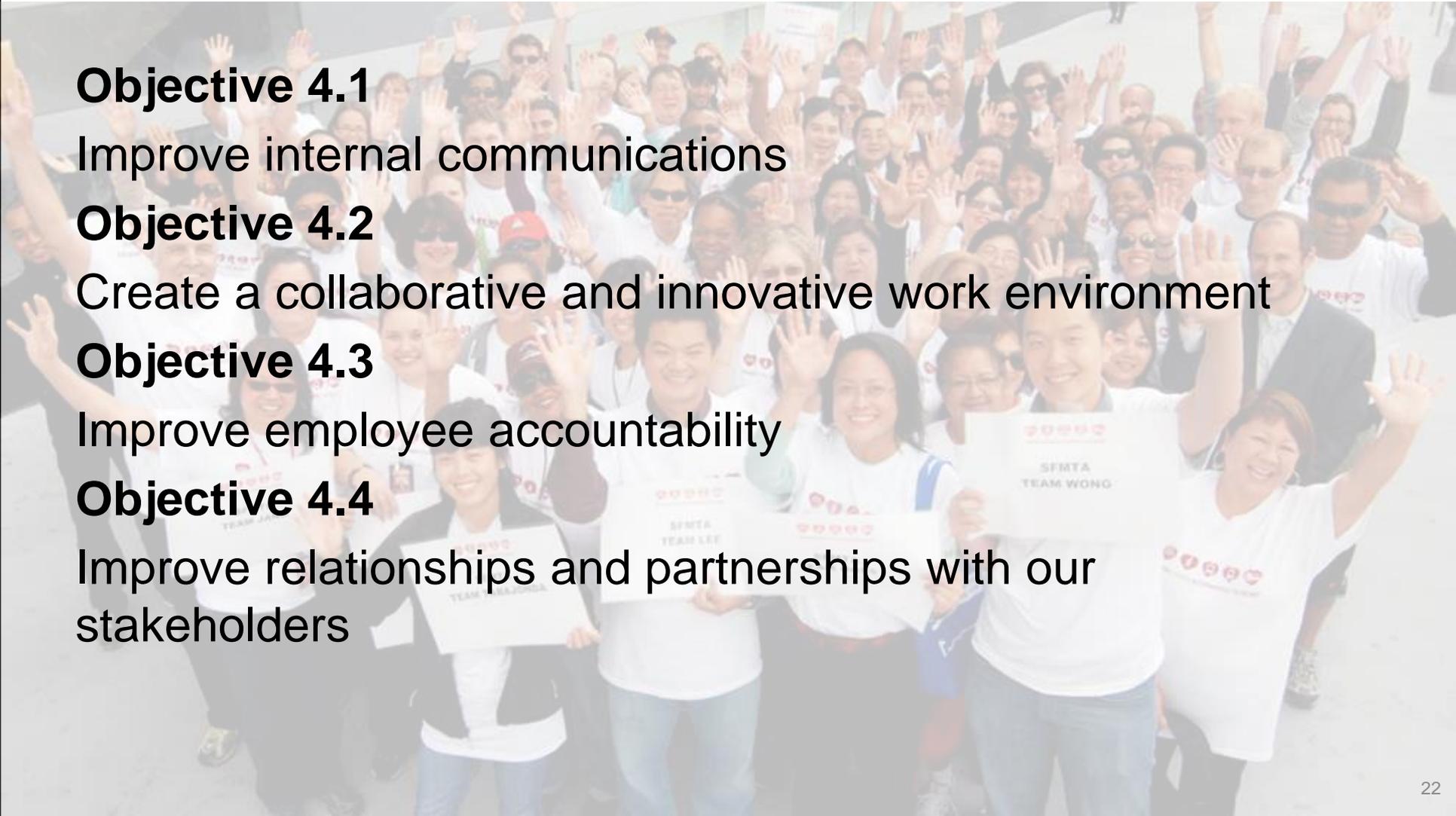
Create a collaborative and innovative work environment

Objective 4.3

Improve employee accountability

Objective 4.4

Improve relationships and partnerships with our stakeholders



Objective 4.1

Improve internal communications

Key performance indicator

4.1.1 Employee rating: I have the info and tools I need to do my job

4.1.1 I have access to info about Agency accomplishments, current events, issues and challenges;

scale of 1 (high) to 5 (low)

3.45, 3.40

(FY13)

Action item update

- 4.1.7 Proactively communicate with front line staff.**
Working to determine products and systems available to supply digital signage, integration and installation services to enable communication of immediate and relevant information with employees at facilities throughout the Agency.
- 4.1.15 Ensure all staff receive the opportunity for Exit Interviews.**
Online version of exit interview has been completed. Deployment is forthcoming.

Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

ID	Metric	FY13 Avg
4.1.1	Employee rating: I have the info and tools I need to do my job; scale of 1 (high) to 5 (low)	3.45
4.1.1	Employee rating: I have access to info about Agency accomplishments, current events, issues and challenges.	3.40
4.1.2	Percentage of employees that complete the survey	34.6%
4.1.3	Employee rating: I have a clear understanding of my division's goals/objectives and how they contribute to Agency success.	3.44
4.1.4	Employee rating: I have received feedback on my work in the last 30 days.	3.14
4.1.5	Employee rating: I have noticed that communication between leadership and employees has improved.	2.92
4.1.6	Employee rating: Discussions with my supervisor about my performance are worthwhile.	3.42

Note: Reported results are subject to change as data quality improves or new data become available.

Objective 4.2

Create a collaborative and innovative work environment

Key performance indicator

**4.2.1 Employee rating: Overall employee satisfaction;
scale of 1 (low) to 5 (high)**

3.36
(FY13)

Action item update

All Goal 4 actions are associated with Objectives 4.1 and 4.4.

Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

ID	Metric	FY13 Avg
4.2.1	Employee rating: Overall employee satisfaction; scale of 1 (low) to 5 (high)	3.36
4.2.2	Employee rating: My concerns, questions, and suggestions are welcomed and acted upon quickly and appropriately.	2.94
4.2.3	Employee rating: I find ways to resolve conflicts by working collaboratively with others.	3.89
4.2.4	Employee rating: I am encouraged to use innovative approaches to achieve goals.	3.34
4.2.5	Employee rating: Employees in my work unit share job knowledge to solve problems efficiently/effectively	3.67
4.2.6	Employee rating: I feel comfortable sharing my thoughts and opinions, even if they're different than others'.	3.58
4.2.7	Employee rating: My work gives me a feeling of personal accomplishment.	3.68

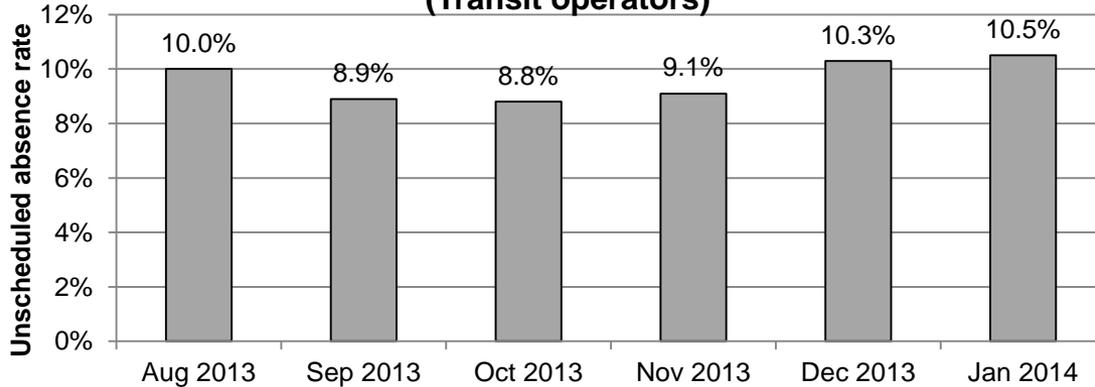
Note: Reported results are subject to change as data quality improves or new data become available.

Objective 4.3

Improve employee accountability

Metric of note

4.3.3 Unscheduled absence rate by employee group (Transit operators)



Action item update

All Goal 4 actions are associated with Objectives 4.1 and 4.4.

Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

ID	Metric	Target	FY13 Avg	FY14 Avg	Jan 2013	Dec 2013	Jan 2014
4.3.1	Percentage of employees with performance plans prepared by start of fiscal year		20.3%	62.5%			
4.3.1	Percentage of employees with annual appraisals based on their performance plans		18.8%	*			
4.3.2	Percentage of strategic plan metrics reported		73.0%	91.9%			
4.3.3	Unscheduled absence rate by employee group (Transit operators)		8.6%	9.5%	8.9%	10.3%	10.5%
4.3.4	Employee rating: My manager holds me accountable to achieve my written objectives		3.55				

*Data forthcoming.

Note: Reported results are subject to change as data quality improves or new data become available.

Objective 4.4

Improve relationships and partnerships with our stakeholders

Key performance indicator

4.4.1 Stakeholder rating: satisfaction with SFMTA decision-making process/communications; scale of 1 (low) to 5 (high)



Survey will be conducted in 2014.

Action item update

4.4.10 Increase operating and capital revenue capture from development projects.

- Collected \$5,690,507 in TIDF during FY14 through Jan 26.
- The Transportation Sustainability Fee EIR is in process and will be completed this spring.
- The Chinatown Station (CTS) Plaza Plan was completed and the Central Subway Project staff gave notice to proceed to the contract change order for detailed design of the CTS Plaza and head house, including retail space and restrooms.

Other indicators (including most recent month, prior month, same month prior year, and fiscal year averages)

ID	Metric	Target	FY13 Avg	FY14 Avg
4.4.1	Stakeholder rating: satisfaction with SFMTA decision-making process/communications; scale of 1 (low) to 5 (high)	Survey will be conducted in 2014.		